

October 18, 2007

Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

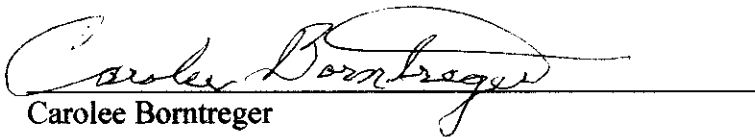
Re: Prepaid Calling Cards, Declaratory Ruling and Report and Order.
Docket # 05-68- (FCC 06-79).

To Whom It May Concern:

Enclosed is the letter that I sent to Ms Betty Blake of AT&T. She called me and sent me the ruling. I have not heard from her again as of the above date. The letter is self-explanatory.

Thank you for your assistance in this matter.

Sincerely,



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October 18, 2007

AT&T
Ms. Betty Blake
P. O. Box 580
Lees Summit, MO 64063-0580

Dear Ms Blake

I had sent you an e-mail of the conversation that we had over the phone to facilitate a complete understanding between the two of us. I asked you to respond. As you have not responded to that communication, I'm sending the following.

The concern began with the change in the minutes. EG: First card: 1000 down to 500 minutes. I did not have a card nor have I ever had a card until I purchased the one at Wal-Mart for \$25.00. Originally, the minutes were purchased for me as a Christmas present several years ago over the phone. I still have the numbers that were given to me for the card, but I never received a card in the mail. So I didn't have a card to read the small print on the back as all my minutes have been purchased from your litany of choices, stating the number of minutes for so much money. Therefore when I purchased the minutes, I expected to get the 1000 minutes that I had received in the past. At that time, there wasn't an explanation as to why my 1000 minutes dropped to 500, just a recording that stated, "You have 500 minutes," not 1000 state to state minutes and 500 in-state minutes, just 500 minutes. Later I went to check it again, thinking it was an error. Now the recording said, "You have 1000 minutes." Thinking it was cleared up; I went to make a call. I was back to the 500 minutes. None of these statements referred to state to state or in-state minutes.

You used the example from the card purchased for \$25.00, stating the $500/3 = 167$. Please tell me how 1000 minutes got down to 500. If you divide $1000/3$ you don't get 500. If you have my letter, you will see I repeatedly referred to the above. The same is true of the 500/167 card. It did not say anything about state to state or in-state minutes. Now, when I make a call, it says this.

Looking at the second card at the time of purchase, how in the world does AT&T think that the consumer will automatically know that 500 and 167 mean the same thing? What would explain this to them, especially if they received conflicting information like I did. EG: 1000 down to 500 and then 500 down to 167. Please remember again that the above minutes did NOT say anything about state to state or in-state minutes.

The consumer is used to buying so many minutes for so much money. (This is apparent from your litany of choices.) A change from the norm was made by AT&T. When change is made, there needs to be a thorough explanation for an extended period of time. You had stated that there was an automatic recording that told the consumer about the new ruling and it would be effective upon the purchase of their next card/recharge. Even if this is so, it is unrealistic for AT&T to expect a consumer to remember their new rules, weeks or months later or from one card to when they recharge it. People seldom change their mind-set quickly to new rules.

Change happens slowly and needs to be re-enforced to avoid communication problems. AT&T is responsibility for making the change clear to the consumer. I told you I did not remember hearing such a statement. You said everyone got it. With the above information, I hardly think AT&T can claim that they are error-free.

With the ruling, the card had to be changed. This change could have been handled by incorporating it on the card. EG: 500 State to State minutes/ 167 In-State minutes for those states in that category. The consumer would know exactly what they were purchasing. See Example below.

Card should have stated on the front: 500 State to State minutes
167 In-State minutes.
Cost: \$25.00
For: List of states

The very fact that the AT&T staff gave incorrect information to me and to the state representative offices showed that the ruling was unclear to them. When I explained to you what I had been told, you replied, "That's not what happened." If the staff is confused, the consumer will also be confused.

After reading the information forward to me by the FCC, other government agencies and the ruling that you sent, it appears that the FCC was not inconsistent in their use of the ruling. This ruling came into effect in 1996 and since then the FCC has reviewed requests from AT&T to change the law to include other companies when the law/ruling was already in effect. AT&T apparently didn't know that? AT&T also attempted to site IDT but their CEO either confirmed or is in the process of confirming that their company does business differently than AT&T. Therefore they don't fall under this ruling. Whether or not they do or don't is not the issue here.

I feel I have explained this adequately and will not do so again. I have better things to do with my time. Whatever the Consumer Protection Agency feels is fair, I will consider. Frankly, I feel that I deserve to get my \$25.00 back.

(This information was e-mailed to Ms Blake and mailed.)

Sincerely,

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Cc: FCC, FTC, Consumer Protection.